

Amendments to the Claims

1-6. (canceled)

7. (previously presented) A system comprising:

a service provider (SP) station including:

an SP visual display,

an SP CCTV camera,

an SP audio transmitting device and an SP audio receiving device,

an SP pneumatic tube carrier delivery and receiving device,

at least one customer station including:

a customer visual display, wherein the customer visual display is in operative connection with the SP CCTV camera,

a customer CCTV camera in operative connection with the SP visual display,

a customer audio transmitting device and a customer audio receiving device in operative connection with the SP audio receiving device and SP audio transmitting device, respectively,

a customer pneumatic tube carrier delivery and receiving device in operative connection with the SP pneumatic tube carrier delivery and receiving device, wherein a carrier is enabled to be selectively moved between the customer station and the SP station, and

a frame comprising a door frame,

a building, wherein the building comprises an interior area which includes an interior wall extending therein, wherein the SP station is housed in the interior area, wherein the wall comprises an opening, wherein the frame is in supporting connection with the wall and extends in the opening, and wherein at least one component among the customer visual display, customer CCTV camera, customer audio transmitting device, customer audio receiving device, and customer carrier delivery and receiving device of the customer station is positioned within the interior area in supporting connection with the frame.

8. (previously presented) A system according to claim 7 and further comprising at least one hinge operatively connected to the door frame, and wherein a cover is movably mounted relative to the frame through the hinge.

9-12. (canceled)

13. (previously presented) A system comprising:

a service provider (SP) station including:

an SP visual display,

an SP CCTV camera,

an SP audio transmitting device and an SP audio receiving device,

an SP pneumatic tube carrier delivery and receiving device,

wherein the SP station is in operative connection with a communication selector device,

a plurality of customer stations, wherein at least one customer station includes:

a customer visual display, wherein the customer visual display is in operative connection with the SP CCTV camera,

a customer CCTV camera in operative connection with the SP visual display,

a customer audio transmitting device and a customer audio receiving device in operative connection with the SP audio receiving device and SP audio transmitting device, respectively,

wherein video and audio connection between the SP station and the customer station is responsive to input to the communication selector device,

a customer pneumatic tube carrier delivery and receiving device in operative connection with the SP pneumatic tube carrier delivery and receiving device, wherein a carrier is enabled to be selectively moved between the customer station and the SP station,

a sensor, wherein the sensor is operative to sense a person positioned adjacent the customer station,

wherein the SP station includes an indicator in operative connection with the sensor, wherein an indication is given at the SP station of the presence of the person adjacent the customer station, and

a building, wherein the building comprises an interior area which includes an interior wall extending therein, wherein the SP station is housed in the interior area, and wherein at least one component among the customer visual display, customer CCTV camera, customer audio transmitting device, customer audio receiving device, and customer carrier delivery and receiving device of the customer station is positioned within the interior area in supporting connection with the interior wall.

14-18. (canceled)

19. (previously presented) A system comprising:

a service provider (SP) station including:

an SP visual display,

an SP CCTV camera,

an SP audio transmitting device and an SP audio receiving device,

an SP pneumatic tube carrier delivery and receiving device,

at least one customer station including:

a customer visual display, wherein the customer visual display is in operative connection with the SP CCTV camera,

a customer CCTV camera in operative connection with the SP visual display,

a customer audio transmitting device and a customer audio receiving device in operative connection with the SP audio receiving device and SP audio transmitting device, respectively,

a customer pneumatic tube carrier delivery and receiving device in operative connection with the SP pneumatic tube carrier delivery and receiving device, wherein a carrier is enabled to be selectively moved between the customer station and the SP station, and

a building,

wherein the building comprises an interior area which includes an interior wall extending therein, wherein the SP station is housed in the interior area, wherein the customer station is positioned within the interior area, and wherein at least one component among the customer visual display, customer CCTV camera, customer audio transmitting device, customer audio receiving device, and customer carrier

delivery and receiving device of the customer station is positioned within the interior area in supporting connection with the interior wall,

wherein the building includes a secure room,

wherein the SP station is housed in the secure room,

wherein the customer station is disposed outside of the secure room,

a plurality of customer stations in the building, wherein each of the customer stations is in operative connection with the SP station.

20-23. (canceled)

24. (previously presented) A system comprising:

a service provider (SP) station including:

an SP visual display,

an SP CCTV camera,

an SP audio transmitting device and an SP audio receiving device,

an SP pneumatic tube carrier delivery and receiving device,

at least one customer station including:

a customer visual display, wherein the customer visual display is in operative connection with the SP CCTV camera,

a customer CCTV camera in operative connection with the SP visual display,

a customer audio transmitting device and a customer audio receiving device in operative connection with the SP audio receiving device and SP audio transmitting device, respectively,

a customer pneumatic tube carrier delivery and receiving device in operative connection with the SP pneumatic tube carrier delivery and receiving device, wherein a carrier is enabled to be selectively moved between the customer station and the SP station,

a building, wherein the building comprises an interior area which includes an interior wall extending therein, wherein the SP station is housed in the interior area, and wherein at

least one component among the customer visual display, customer CCTV camera, customer audio transmitting device, customer audio receiving device, and customer carrier delivery and receiving device of the customer station is positioned within the interior area in supporting connection with the interior wall,

a plurality of customer stations in operative connection with the SP station, and

wherein each customer station includes a device actuatable by a customer at a customer station,

a queuing device at the SP station,

wherein the queuing device is in operative connection with each customer actuatable device,

wherein the queuing device is operative to generate an order,

wherein the order includes data representative of a time sequence in which the actuatable devices at the customer stations were actuated, and

wherein the queuing device is operative to indicate data responsive to the order.

25. (previously presented) The system according to claim 24 wherein the SP station further includes a communication selector unit, and wherein the system is operative responsive to inputs to the selector unit to selectively place the SP station in video and audio communication with one of the customer stations, and wherein the selector unit is in operative connection with the queuing device, and wherein the queuing device is operative to remove from the order the data representative of the one customer station responsive to the selector unit operating to place the one customer station and the SP station in communication.

26. (previously presented) The system according to claim 25 wherein the customer actuatable device comprises a customer presence sensor, and wherein the queuing device is operative to defer placing data representative of the one customer station in the order while the SP station and the one customer station are in video and audio communication.

27. (previously presented) The system according to claim 26 and wherein the queuing device is operative to place data representative of the one customer station in the order again after the customer presence sensor ceases to sense the customer adjacent the one customer station subsequent to the one customer station and SP station being in communication, and thereafter again senses a customer.

28-34. (canceled)

35. (previously presented) A transaction system including a customer station produced by a method comprising:

- (a) providing an interior building wall including a wall opening therethrough;
- (b) positioning a frame in the wall opening in supporting connection with the wall, including framing the opening with an opening bounding frame, wherein the bounding frame comprises a door frame, wherein the opening is framed by the door frame;
- (c) positioning at least one transaction component in supporting connection with the frame, including positioning the transaction component in supporting connection with the bounding frame; and
- (d) mounting a cover in supporting connection with the wall in overlying relation of the wall opening, wherein the cover includes a component opening, and wherein when the cover is in overlying relation of the wall opening the transaction component is accessible through the component opening.

36. (previously presented) The system according to claim 35 wherein the door frame includes two generally parallel vertically extending upright portions, and wherein step (b) further

comprises engaging a subframe extending in the opening between the two upright portions, and wherein step (c) comprises positioning the transaction component in supporting connection with the subframe.

37-39. (canceled)

40. (previously presented) A system comprising:

a service provider (SP) station including:

an SP visual display,

an SP CCTV camera,

an SP audio transmitting device and an SP audio receiving device,

an SP pneumatic tube carrier delivery and receiving device,

at least one customer station including:

a customer visual display, wherein the customer visual display is in operative connection with the SP CCTV camera,

a customer CCTV camera in operative connection with the SP visual display,

a customer audio transmitting device and a customer audio receiving device in operative connection with the SP audio receiving device and SP audio transmitting device, respectively,

a customer pneumatic tube carrier delivery and receiving device in operative connection with the SP pneumatic tube carrier delivery and receiving device, wherein a carrier is enabled to be selectively moved between the customer station and the SP station,

a building, wherein the building comprises an interior area which includes an interior wall extending therein, wherein the SP station is housed in the interior area, wherein at least one component among the customer visual display, customer CCTV camera, customer audio transmitting device, customer audio receiving device, and customer carrier delivery and receiving device of the customer station is positioned within the interior area in supporting connection with the interior wall,

wherein a plurality of customer stations are positioned within the interior area of the building, wherein each customer station includes:

a customer visual display, wherein the customer visual display is in operative connection with the SP station,

a customer CCTV camera in operative connection with the SP station,

a customer audio transmitting device in operative connection with the SP station,

a customer audio receiving device in operative connection with the SP station, and

a customer pneumatic tube carrier delivery and receiving device in operative connection with the SP station, wherein a carrier is enabled to be selectively moved between the customer station and the SP station.

41-47. (canceled)

48. (new) A transaction system comprising:

a customer station inside of a building,

wherein the customer station includes:

an interior wall fixed in the building,

wherein the interior wall has an opening therethrough,

wherein the interior wall includes a support frame bounding the opening,

at least one transaction component,

wherein the at least one transaction component includes a pneumatic tube carrier terminal,

wherein the at least one transaction component includes a display device,

wherein the display device is supported by the frame,

a user interface,

wherein the user interface is supported by the frame,

wherein the user interface includes interface openings therethrough,

wherein the interface openings include a pneumatic tube carrier terminal opening,

wherein the interface openings include a display device opening,

wherein the user interface is movable between a first position and a second position,

wherein in the first position the user interface is adjacent the at least one transaction component, enabling the at least one transaction component to be used by a customer at the customer station in carrying out a financial transaction,

wherein in the first position the pneumatic tube carrier terminal opening is substantially aligned with the pneumatic tube carrier terminal,

wherein in the first position the display device opening is substantially aligned with the display device,

wherein in the second position the user interface is disposed from the at least one transaction component, enabling the at least one transaction component to be manually accessed by servicing personnel,

a hinge arrangement,

wherein the hinge arrangement includes plural hinges,

wherein each of the plural hinges is connected to the frame,

wherein the user interface is movable between the first position and the second position via the hinge arrangement.

49. (new) A transaction system comprising:

a customer station inside of a building,

wherein the customer station includes:

an interior wall fixed in the building,

wherein the interior wall has a wall opening therethrough,

wherein the interior wall includes a door frame bounding the wall opening,

at least one transaction component,

wherein the at least one transaction component includes a pneumatic tube carrier terminal,

wherein the at least one transaction component includes a display device,

wherein the display device is supported by the door frame,
a cover,

wherein the cover is movably mounted to the door frame,

wherein the cover is supported by the door frame,

wherein the cover includes cover openings therethrough,

wherein the cover openings include a pneumatic tube carrier terminal opening,

wherein the cover openings include a display device opening,

wherein the cover is movable relative to the interior wall between a closed position and an open position,

wherein in the closed position the cover is overlying the wall opening,

wherein in the closed position the pneumatic tube carrier terminal is manually accessible through the pneumatic tube carrier terminal opening to a customer at the customer station,

wherein in the closed position the display device is visible through the display device opening,

wherein in the open position the cover is removed from overlying the wall opening,

wherein in the open position the cover is removed from the pneumatic tube carrier terminal and the display device, enabling the pneumatic tube carrier terminal and the display device to be manually accessed during a customer station servicing.

50. (new) A transaction system comprising:

a building,

wherein the building includes a fixed interior wall,

wherein the interior wall includes a support frame,

wherein the building includes a secure room,

a service provider (SP) station housed in the building,

wherein the SP station is housed inside the secure room,

wherein the SP station includes SP communication devices,

wherein the SP communication devices include an SP camera device,

wherein the SP camera device is operative to generate video material,

wherein the SP station includes at least one SP pneumatic tube carrier terminal,

a plurality of customer stations housed in the building,

wherein each customer station includes customer communication devices operatively connected to the SP communication devices, enabling two way audio and video communication between a customer at each respective customer station and an SP at the SP station,

wherein the customer communication devices include a customer display device,

wherein the customer display device is supported by the frame,

wherein each respective customer station includes a customer pneumatic tube carrier terminal in operative connection with the at least one SP pneumatic tube

carrier terminal, enabling a carrier to be pneumatically moved between each respective customer station and the SP station,

wherein each customer pneumatic tube carrier terminal is in supporting connection with the interior wall,

wherein each respective customer station is located outside of the secure room,

wherein the plurality of customer stations include a first customer station,

a video material presenting device,

wherein the video material presenting device is operative to provide video material to each respective customer display device,

a video control device,

wherein the video control device controls presentation of video material at each respective customer display device,

wherein the video control device is operative to selectively present video material provided by the SP camera device at each respective customer display device,

wherein while a first customer at the first customer station is in two way audio and video communication with the SP at the SP station, the video control device causes video material provided by the SP camera device to be presented at the customer display device of the first customer station,

wherein the video control device is operative to selectively present video material provided by the video material presenting device at each respective customer display device,

wherein while the first customer at the first customer station is out of two way audio and video communication with the SP station, the video control device causes video material provided by the video material presenting device to be presented at the customer display device of the first customer station.

51. (new) The transaction system according to claim 50 and further comprising a data store,

wherein the data store includes video material,

wherein the video material presenting device is in operative connection with the data store,

wherein the video material presenting device is operative to provide video material from the data store to each respective customer display device.

52. (new) The transaction system according to claim 51

wherein the data store includes video material comprising advertising material,

wherein the video material presenting device is operative to provide advertising material from the data store to each respective customer display device.

53. (new) The transaction system according to claim 50

wherein the video material presenting device is in operative connection with a video broadcast source,

wherein the video material presenting device is operative to provide video material from the video broadcast source to each respective customer display device.

54. (new) The transaction system according to claim 50 and further comprising a movable user interface,

wherein the frame comprises a door frame,

wherein the user interface is supported by the door frame,

wherein the user interface includes a display device opening,

wherein when the user interface is in an operative position, the display device is visible through the display device opening.